

# Training Curriculum

Course Outline.....	1
Goals of the School Crossing Guard Program .....	4
Training Objectives.....	5
Crash/Behavior Problems.....	6
Limitations of Children.....	10
Orientation to Organization.....	11
Primary Responsibilities of the School Crossing Guard.....	12
Visibility and Conspicuity.....	13
Traffic Operations Factors .....	15
Relevant Traffic Laws.....	16
Hazardous Conditions .....	17
Emergency Situations .....	18
First Aid .....	19
Incident Reporting .....	20
Bad Weather .....	21
Public Image.....	22
Uniforms .....	24
Legal and Risk Management Issues.....	25
In-the-Field Training.....	26
Directing Traffic .....	29

(This letter will be printed on DOT stationery)

Dear School Crossing Guard:

You have a very important job! Protecting our children as they go to and from school is a big responsibility, and this program is designed to help you do your best job. You also have a wonderful opportunity to help the children learn proper crossing techniques when you see them twice a day. These techniques can protect them even when you're not around to watch out for them.

I commend you for taking on this important job and encourage you to serve as a good role model for the children. You are important to them and they will be watching your actions as a guide to what they should do.

Thank you for performing this valuable community service.

Sincerely,

E. Norris Tolson  
Secretary of Transportation

## **Course Outline**

### **WELCOME / INTRODUCTION**

- Administrative Overview
- Purpose and Goals of the School Crossing Guard Program
- Training Objectives
- Pre-Test

\*\*\*\*\*  
**BREAK(10 minutes)**  
\*\*\*\*\*

### **CLASSROOM TRAINING**

- Crash/Behavior Problems
- Limitations of Children (Why they differ from adults)
- Orientation to Organizations Responsible for School Crossing Guards
- Primary Responsibility of Guard

\*\*\*\*\*  
**BREAK(10 minutes)**  
\*\*\*\*\*

- Visibility and Conspicuity
- Traffic Operations Factors
- Relevant Traffic Laws
- Hazardous Conditions
- Emergency Situations
- First Aid
- Incident Reporting
- Bad Weather
- Public Image
- Uniforms
- Legal and Risk Management Issues

\*\*\*\*\*  
**BREAK(10 minutes)**  
\*\*\*\*\*

### **IN-THE-FIELD TRAINING**

\*\*\*\*\*  
**BREAK (To return to classroom)**  
\*\*\*\*\*

## **CLASSROOM**

- Questions
- Final test and course evaluation

## ***Goals of the School Crossing Guard Program***

**PURPOSE** The primary mission of crossing guards is to:

- Oversee the safe crossing of school children at designated crossing points.
- Help children learn proper crossing techniques
- In some locations, to oversee the safe movement of school buses as they enter and exit the school property.

**GOALS** **Teach children the proper way to cross a road**

- Encourage patterns of proper crossing behavior by school children
- Deter school children, as necessary, from committing unsafe and unlawful acts
- Inform motorists, by the appropriate signals, that school children are using, or about to use, the crossing (or that school buses are entering or exiting the school grounds)
- Observe and report to supervisor incidents and/or conditions that present a potential hazard to the school children's or crossing guard's safety

### **OVERVIEW OF JOB**

- A crossing guard's primary duty is to use gaps, and where necessary, create gaps in traffic to help students cross the street safely.
- A crossing guard's first concern is the safety of the students under his or her supervision and teaching them proper crossing techniques. This includes the proper search pattern of looking left-right-left and over their shoulder for turning traffic.
- Crossing guards are responsible for projecting a positive public image and serving as a positive role model for children.
- Crossing guards are responsible for observing and reporting conditions or incidents that may create a hazardous situation for pedestrians.
- Crossing guards are responsible for arriving promptly at their assigned post each day, and remaining at their post throughout their shift.

## ***Training Objectives***

Upon completion of the course, you will:

- Know the full extent of your responsibilities
- Understand the major types of pedestrian crashes
- Understand the perspective of children in traffic
- Demonstrate proper crossing techniques and how to teach them to children
- Understand the concept of visibility and conspicuity
- Know how to handle emergency situations
- Know the proper procedures for reporting hazards and problems
- Understand the expected standards of behavior and conduct while on duty
- Provide input to help improve crossing guard training

### **\* QUESTIONS**

## ***Crash/Behavior Problems***

### **NORTH CAROLINA AND NATIONAL PEDESTRIAN CRASH STATISTICS**

- ◆ After the age of 4, more children die as pedestrians than from any other cause.
- ◆ From 1960-96, over 20% of all North Carolina traffic fatalities were pedestrians (9,405 pedestrian fatalities out of 46,178 total fatalities)
  - In 1996 alone, there were 1,723 pedestrian crashes and 169 fatalities
  - Of these fatalities, 12 percent (21) involved children from infants to 14 years of age.
- ◆ Children are among the most vulnerable to injury and death, as these numbers reflect, which makes the school crossing guard's job particularly important.

*From the North Carolina Bicycle and Pedestrian Summary Crash Data, prepared by Robert J. Jaeger, October 17, 1997.*

## OVERVIEW OF COMMON CRASH TYPES

DART-OUT	<p>Most common; 30% of all pedestrian crashes occur mid-block, primarily in residential areas.</p> <p>Pedestrian darts into the street without warning and without searching for traffic.</p>
VEHICLE TURN/MERGE	<p>Driver is turning into and merging with traffic, and vehicle strikes a pedestrian headed in a direction different from the driver's focus of attention. Occurs almost always at intersections, including driveways.</p> <p>All age groups are involved.</p> <p>Pedestrian errors involve inattention to traffic or failure to conduct a proper search pattern.</p>
MULTIPLE THREAT	<p>While crossing a multi-lane street, the pedestrian is permitted to cross by one vehicle that has stopped, but is then struck by another vehicle that passes the stopped vehicle, traveling in the same direction.</p> <p>Pedestrian does not continue to search while crossing.</p>
BUS-STOP RELATED	<p>A pedestrian is struck by a vehicle while crossing in front of a school bus that is stopped at a bus stop.</p> <p>Pedestrian errors involve choosing a course with restricted visibility and failure to stop and search adequately.</p>
VENDOR/ICE CREAM TRUCK	<p>Pedestrian is struck going to or from an ice cream or other vending vehicle. Occurs almost exclusively in residential areas. Pedestrian error is not searching properly.</p> <p>Almost always involves children under the age of 14.</p>
INTERSECTION DASH	<p>Pedestrian is struck by a moving vehicle while crossing at an intersection. Pedestrian is often running.</p> <p>May or may not be marked with a crosswalk. Frequently occurs in non-residential areas.</p> <p>Predominantly involves children age 5 - 9.</p> <p>Pedestrian error involves children distracted by play activity who fail to search properly.</p>
BACKING-UP VEHICLE	<p>In roadway, driveway or parking lot; occurs in residential and non-residential areas.</p> <p>Pedestrian error involves not being aware of or watching for backup lights or other signs that the vehicle is preparing to move.</p>



## **PROPER SEARCH PATTERN**

A common theme in each of the major crash types is the failure of the pedestrian to search properly before entering the travel lane.

One of the most important roles of the adult school crossing guard is to teach and reinforce proper crossing behavior.

A proper search pattern consists of these actions:

- Stop at the curb or edge of the road
- Look LEFT - RIGHT - then LEFT again for traffic
- If at an intersection, look over your shoulder for possible turning vehicles
- Keep scanning while crossing the road
- If there are parked cars or other obstacles, the children should walk to the edge of the obstacle to perform their search procedure.

This search pattern needs to be performed EACH TIME a guard begins to cross children. The guard should make sure that the children also search before and during each crossing.

Children should be encouraged to walk directly across the street at a consistent pace, after searching.

## **BASIC ASSUMPTIONS FOR CROSSING GUARD PLACEMENT**

- Students tend to become impatient when delays are excessive due to unsafe crossing conditions.
- Some form of traffic control is essential when the number of safe gaps is less than one per minute.
- Students generally will not walk out of their way to avoid traffic hazards.

## **CONSIDERATIONS FOR SCHOOL CROSSING GUARD PLACEMENT**

Local or state traffic engineering departments and the relevant law enforcement agencies are responsible for gathering information and conducting the proper studies. Also taken into consideration is the law under NC General Statute 115C-240 (See "School Zone Laws" under Laws and Statutes of the Reference Section of this manual).

These are some of the considerations they take into account:

- GAP STUDIES - to determine the number and length of safe crossing opportunities available at a student crossing
- SIGHT DISTANCE - measured from the student's eye height on the corner toward the direction of approaching drivers.
- VEHICLE AND PEDESTRIAN TRAFFIC VOLUMES - including turning vehicles

## **CONSIDERATIONS FOR SCHOOL CROSSING GUARD PLACEMENT continued**

- AGES AND GRADES OF STUDENTS - primary grades (K-5) are in greater need of assistance

- VEHICULAR SPEEDS - faster vehicles require greater stopping distances. Younger children have a more difficult time judging the speed of an approaching vehicle.
- WIDTH OF STREET AND NUMBER OF LANES OF TRAFFIC
- EXISTING TRAFFIC CONTROLS - presence of traffic signals, signs and pavement markings. Signals can be a hazard if guards and students are not properly trained in their use.
- TRAFFIC CRASH HISTORY - consider type of crashes, the number of crashes and the time-of-day they occur at a specific location.

**\* QUESTIONS**

## ***Limitations of Children***

### **Major Points from “Children in Traffic” Film**

1. Children see differently  
*The eye of the young child is capable of only two-thirds of the peripheral vision of the adult.*
2. Children hear differently  
*They cannot determine the source of sounds.*
3. Children are unaware of closure speeds  
*Children cannot judge distance and closure speeds. Practice will help.*
4. Children mix fantasy with reality  
*At times, children think inanimate objects, such as cars, are alive.*
5. Children have one-on-one focus  
*Children can only focus on one event, or thought, at a time.*
6. Children are spontaneous and curious  
*This may lead them to dart quickly across the street.*
7. Children will complete any motion they start  
*Children may not respond to new stimuli which spell danger.*
8. Children overestimate their abilities  
*This could affect their timing and lead to an accident.*
9. Children pattern their actions after others  
*Children will learn both the good and bad behaviors displayed by others.*
10. Children are forced to respond to an adult world  
*A child's logic may not be appropriate for an adult world.*
11. Children treasure near misses  
*A child may do something dangerous so that he can brag about it.*

### **\* QUESTIONS**

## ***Orientation to Organization Responsible for School Crossing Guards***

You will receive the following information in a handout that you should add to this manual. You should refer to this information when you have questions or need to contact someone.

- Name and phone number of your supervisor
- Structure of agency you work for--who are the officers in the agency
- Any local ordinances, policies, and procedures that you may need which are not covered in this manual
- List of law enforcement/ emergency numbers
- Copy of the school calendar
- List of schools in the district with the following information:
  - \* Phone numbers of schools
  - \* Principals' names
  - \* Hours that schools are in session
- Roster of crossing guards containing:
  - \* guards' names
  - \* guards' phone numbers
  - \* post location
  - \* time of post

### **\* QUESTIONS**

## ***Primary Responsibilities of Guard***

1. First concern is the safety of the children
2. To use safe gaps to help children cross
3. When necessary, create safe gaps

To help students cross using traffic control devices properly, if provided, such as

- pedestrian lights/signals
- traffic lights/signs

Where the guard also directs the entrance/exit of school buses, the guard will use traffic signals, if available, or gaps in traffic to coordinate the safe movement of buses and other traffic.

4. Teach children proper crossing techniques and consistently monitor the use of them.
5. Be a **positive role model** with proper traffic safety skills for children, adults, and motorists. Children imitate and model the behavior of adults whom they admire.
6. Identify any problem conditions/behaviors
  - report to supervisor
  - report to local law enforcement agency
7. Follow any other applicable city/county laws

### **\* QUESTIONS**

## ***Visibility and Conspicuity***

**VISIBILITY** means two things:

- Being visible in the sense that guards should wear retroreflective or fluorescent material that alerts motorists that pedestrians are crossing or about to cross the street.
- Being visible in the sense that a guard's presence tends to deter unlawful or unsafe acts on the part of pedestrians and motorists.

**CONSPICUITY** means:

- A guard helps children be conspicuous to motorists through signals and clothing.
- A guard helps children cross by being conspicuous to motorists through signals and clothing. These same visibility concepts help ensure that the guard remains safe while performing his or her duties.
- A guard should make absolutely sure of being seen before stepping into the roadway to begin crossing students. Before entering the roadway, it is important to make eye contact with the first driver in the line of cars that you are about to stop.

**VISUAL CLUTTER** means:

- Visual clutter such as advertising signs divert the motorist's attention. Also visual barriers such as parked cars or sign/utility poles hamper vision. Many bicycle and pedestrian-related crashes occur because the motor vehicle driver did not see the pedestrian or bicyclist. One of the responsibilities of a guard is to cut through this visual clutter and potential distractions to make sure that each lane of approaching traffic sees and recognizes that the guard is about to cross students.
- The crossing guard's actions must be precise, firm and clear, following standard traffic control guidelines.
- A crossing guard must **always** give the visual signal to stop, even if there are no cars in the immediate vicinity or when traffic is very light.

### **CLOTHING THAT HELPS CONSPICUITY**

- Crossing guards can also help children learn to be more visible by encouraging them to wear visible colors.
- The worst times for a pedestrian or bicyclist to be seen are:
  - ◆ Night
  - ◆ Twilight or dawn when sun glare is at its worst, especially on east-west roads
- Children can improve their visibility and conspicuity by wearing bright clothes with contrasting colors. The most visible colors are yellow, white, orange, hot pink and bright green. Contrasting clothes such as pink and blue, stripes and polka-dots are also helpful.

### **CLOTHING THAT HELPS CONSPICUITY continued**

- Least visible to motorists: dark colors such as black, brown, navy, forest green and camouflage materials.

- Retroreflective materials work best at night or in twilight conditions because they reflect light (such as from car's headlights).

#### **WEATHER AFFECTS VISIBILITY**

- Weather conditions dramatically affect the ability of drivers to see crossing guards and students. During rainy weather conditions, drivers' attention is often distracted so that they may not see pedestrians. Drivers also need more stopping distance in bad weather, so greater visibility is required.

#### **\* QUESTIONS**

## ***Traffic Operations Factors***

You are in a unique position to check on markings and signage at your crossing location, even though you are not directly responsible for them. Especially at the beginning of the school year, it's important to check that the proper markings are properly visible and that the required signs are in place. If flashing signals are used, be sure that they are working properly.

The North Carolina Department of Transportation relies on the Manual on Uniform Traffic Control Devices (MUTCD) for standards and procedures regarding school zones. The relevant sections of the MUTCD are included in the Reference section of this manual. The following information summarizes the relevant sections:

### **Signage/Pavement Markings:**

- Pavement markings refer to crosswalks, stop lines etc.
- Relevant sections of MUTCD
  - 7C-1 Function and Limitations of Markings
  - 7C-3 Crosswalk Lines
  - 7C-4 Stop Lines
  - 7C-6 Word and Symbol Markings
- Advance warning signs, speed, others (MUTCD 7B-9, 7B-10, 7B-11, 7B-12, 7B-13)

**Traffic Control Devices/Pedestrian Signs and Signals:** See Section 7D of the MUTCD

- Stop and yield signs
- School zone signs
- Portable school zones signs
- Traffic signals, phases, timing, length of protective turn phase, if any (MUTCD 7D-5)
- Meaning of Walk, Flashing Don't Walk, Steady Don't Walk (MUTCD 7D-5, 7D-9)

**Report any problems to your supervisor**

### **\* Questions**



## ***Relevant Traffic Laws***

As a crossing guard, you must know the relevant traffic laws that apply to pedestrians and bicyclists. The complete texts of the laws are included in the Reference section of this manual.

Please report any questions or problems to your supervisor.

Here is a summary of the most important laws:

- Motorists must yield to pedestrians on all turns.
- Motorists should obey the posted speed limits and be attentive and cautious when pedestrians are present, or likely to be present, especially in school zones.
- Motorists must stop when school bus lights are flashing and stop sign is extended on driver's side of the bus.
- Motorists must obey signals from school crossing guards.
- Motorists exiting a driveway or alley must yield to pedestrians.
- Bicyclists must always ride with traffic. Children should walk their bicycles across the marked crossing following the crossing guard's directions.
- Pedestrians should use proper search techniques and never run across a crosswalk.
- There should be no parking near the intersection where children will be crossing. That means you should park your vehicle so that it does not in any way interfere with the safety of the children or of motorists.

**Report any problems to your supervisor**

### **\* QUESTIONS**

## ***Hazardous Conditions***

Hazardous conditions can endanger both the crossing guard and the children. Obstructions and unusual conditions near the crossing location can lead to high-risk vehicle/pedestrian conflicts. You should survey your crossing location right before school starts to identify and report any hazardous conditions that can be corrected.

Obstructions and unusual conditions near the crossing location can lead to high risk vehicle/pedestrian conflicts. Hazards which can create **sight obstructions** may include but are not limited to these:

- parked cars
- bushes or low-hanging tree branches
- signal controller boxes
- signs
- mail boxes
- benches

Hazards which can **force pedestrians to walk in an unsafe location** may include:

- standing water or mud on the sidewalk
- broken pavement
- open drainage grates
- overgrown plants
- construction debris
- loose dogs
- sidewalk obstructions
- no sidewalks
- parents loading or unloading
- parked vehicles

**Other hazards:**

- speeders
- inattentive motorists

You should be aware of malfunctioning traffic or pedestrian signals, broken sidewalks and damaged, worn or missing traffic signs. Report any such hazardous conditions to their supervisor as soon as possible.

If a traffic signal is not functioning, call your supervisor's office immediately upon arrival to obtain police assistance in directing traffic. If a light malfunctions during post time, ask a motorist to call the local police agency, requesting assistance. If the signal phase needs adjusting, report the problem as soon as possible to your supervisor.

Take care to park your own vehicle so it does not obstruct visibility for approaching cars or pedestrians and does not force pedestrians to walk in an unsafe location.

Be alert to suspicious subjects in the area, such as an occupied parked car or a vehicle that repeatedly passes the guard's location. Students may tell you about suspicious subjects. Treat this information as factual, but you should be cautious. In all these cases, notify your supervisor as soon as your shift ends. If you feel that this situation needs immediate police attention, ask a motorist to call the local police agency for assistance.

**Remember, look for hazards at the children's level...they see an entirely different picture from 4 feet tall. Report hazards to your supervisor.**

### **\* QUESTIONS**

## ***Emergency Situations***

Several types of emergency situations can occur while you are on duty at your crossing:

- Vehicle / pedestrian crash
- Vehicle / bicycle crash
- Vehicle / vehicle crash
- Sudden illness
- A child falling and getting hurt

### **PROCEDURES**

The same basic rules apply to each situation:

1. Keep control of the situation and ensure the safety of the children.
2. Stop crossing the children until situation is under control, then determine the best way to get them across safely. If practical, the guard may select another temporary crossing location.
3. Group children to maintain control. (Ask the safety patrol to assist, if available).
4. Remain at your post with the children
5. Get multiple motorists to call 911. Instruct the motorist to give the closest intersection or cross street and describe the situation to the 911 operator. You might also ask a motorist to notify the school administration so they can assist you with the children.
6. DO NOT MOVE VICTIM(S).
7. Always notify your supervisor as soon as possible of any emergency that may have occurred at your post.

**Your first responsibility is always to protect the children from unsafe situations.**

### **\* QUESTIONS**

## ***First Aid***

- Do not attempt to do anything you are not trained or equipped to do.
- Be alert to specific diseases that are transmitted through blood, known as "blood-borne".  
*Example:* HIV and Hepatitis B Some of these are deadly diseases so guards should take care not to come in contact with any blood, such as bloody noses and skinned knees or elbows.
- Diseases that can be transmitted through air which are called "airborne."  
*Example:* Tuberculosis (TB)
- Emergency medical and law enforcement personnel must be instructed in Blood-borne/Airborne Pathogen Classes governed by federal law and be given the proper equipment to deal with these types of emergencies. The standards for this instruction is mandated by the Federal Occupational Safety and Health Administration (OSHA) and the North Carolina Department of Labor.

### **\* QUESTIONS**

## ***Incident Reporting***

Crossing Guards are not law enforcement officers, nor are they assigned for the purpose of enforcing traffic laws. However, the guard is sometimes in a good position to observe infractions that can endanger others.

Do not concern yourself with minor infractions, but in the event of a gross violation, the ability to describe the vehicle and license number or persons involved is very important. It is necessary for you to be able to give an accurate description of the vehicle or person involved. WRITE it down. It's a good idea to carry a notepad for this purpose, or you can write the information on your hand.

In the event of a traffic crash or infraction, you may be asked to provide information to law enforcement personnel. Go over the guidelines for handling the media (shown below).

Information required for reporting purposes:

- Note color, body style, size, and model of car.
- Note license plate number.
- Note features of the driver.
- Note time and day of incident.
- Report to supervisor.
- If an emergency has occurred, have multiple motorists call 911 to report.
- Keep a small note pad and pencil in shirt pocket for quick access or write on your hand.

Information required for reporting persons:

- Sex
- Race
- Age
- Clothing description
- Hair color
- Height & weight/body build
- Direction of travel

### **WHOM TO TALK WITH**

You should talk to law enforcement personnel only. Do NOT talk to the media or the parties involved in the incident. You should politely refer any questions from the news media to your supervisor, giving the supervisor's name and phone number. You should CALL your supervisor immediately after post time to advise him or her of what occurred at your post.

### **\* QUESTIONS**

## ***Bad Weather***

Inclement weather tends to make people hurry and pay less attention. This applies to motorists as well as students. In bad weather, visibility is diminished and motorists cannot see pedestrians or bicyclists as well. Also, streets become slippery and stopping distances are increased. Traffic will increase as more parents drop off and pick up their children. For these reasons, it is critically important that you be alert and visible at your post during all weather condition.

You may want to use retroreflective traffic cones in the roadway for added visibility in bad weather. They also serve as a reference point during good weather. If placed correctly, traffic cones may enhance the crossing area, giving visual aids to motorists. Consult your supervisor for approval to use traffic cones and recommendations on correct placement.

### **BAD WEATHER SUMMARY:**

- Rain, lightning, high winds and fog are hazards.
- More stopping distance is needed for motorists when the weather is bad.
- Motorists cannot see bicycles, pedestrians, the crossing guard and other motor vehicles as well as in clear weather.
- You and the students cannot see as well.
- Do NOT use an umbrella as it can hamper hand and arm movement and decrease sight distance.
- Always wear a retroreflective vest over a fluorescent raincoat.
- Students tend to run and not pay attention in bad weather because they are concerned only about getting home fast.
- The white material used to mark crosswalks can become extremely slippery when wet, so the guard and the children must be extremely cautious to avoid falling or slipping.

**Increased alertness, caution, and added conspicuity are necessary in bad weather situations.**

### **\* QUESTIONS**

## ***Public Image***

The school crossing guard is frequently the most visible and recognizable representative of both the school system and local law enforcement. A school crossing guard is sometimes the only person affiliated with a law enforcement agency whom people will meet under pleasant circumstances. You are also often the only law enforcement agency representative many citizens will see on a regular basis.

Because many people do not make distinctions between different agencies, crossing guards serve as a liaison between the law enforcement agency, school or traffic engineering division and the public. Therefore, your behavior and attitude is a very important part of your duty.

You should always be courteous and helpful with citizens.

Because of this high visibility and responsibility as a role model, you as a school crossing guard should have an exemplary public image by

- Being on time, not early
- Having a neat appearance and proper uniform for the occasion and weather
- Always standing (never sitting) at post
- Acting in a way that will reflect positively on agency

**Here are some specific DO's and DON'TS to help you in your job:**

### **DO'S**

- Arrive at your post 5 minutes before starting time to assess conditions, not to start crossing.
- Use every opportunity to reinforce proper crossing techniques and ensure that the children are using them.
- Exhibit safe crossing procedures at all times, including conducting the proper search pattern, each time you begin to cross students.
- Always use proper equipment and wear appropriate attire.
- Use pedestrian traffic signals, if available.
- Keep clean and well-groomed.
- Maintain self-control and good conduct.
- Be firm, yet pleasant and courteous.

**DON'TS**

- Do not begin crossing children before your duty period begins. If you're responsible for activating warning lights, do not turn them on before the scheduled crossing time.
- Never be absent or late without informing your supervisor well in advance.
- Never transfer your responsibilities to children.
- Never leave the crossing during your time of duty.
- Do not physically discipline the children and use good judgment if you touch them.
- Do not attempt to discipline middle school students who are sassy or try to cross at a spot other than the designated crossing. Instead, enlist the help of school officials in dealing with the problem.
- Do not eat or drink while on duty.
- Do not smoke or use tobacco products while on duty.
- Do not use drugs or alcohol before or during duty.
- Do not sit in your car while on duty.
- Never read newspapers or books, listen to a radio or headset, or watch television.
- Never patronize liquor stores in uniform.
- Do not park your vehicle in a location that may obstruct visibility or create a hazard.
- Do not arrive at your post too early or stay later than required.

**ADDITIONAL CONSIDERATIONS**

- If traffic cones are used, place only where directed by supervisor.
- Do not respond to requests or directives of school personnel, unless cleared by your supervisor.
- Call in any illness or delays as early as possible—two hours, if possible, gives a supervisor time to find a replacement.
- Do not leave your post unattended.
- Always report any unusual or hazardous conditions to your supervisor.  
*Example:* students, adults, and motorists not abiding by rules.

**\* QUESTIONS**



## ***Uniforms***

4 uniform/equipment items are recommended for the school crossing guards:

- Fluorescent and retroreflective vest
- Retroreflective stop paddle and/or retroreflective gloves
- Whistle
- Fluorescent raincoat for inclement weather (optional)

The retroreflective vest should always be worn on top of any coat or raincoat to increase your visibility with motorists.

### **\* QUESTIONS**

## ***Legal and Risk Management Issues***

Legal limitations and liabilities may arise during the performance of duty. It is important for you to be familiar with department policies and procedures and to always follow them. You are responsible for putting your agency "on notice" that a potential problem exists. This should be accomplished through your immediate supervisor, unless the situation is an emergency when you or a motorist should call 911 or the local emergency number.

You should always document date, time and problem for future reference. Also note who was notified and when.

In general, crossing guards may be liable for damages resulting from a problem or physical hazard they knew to exist, yet failed to alert the responsible agency or immediate supervisor.

### **GOOD SAMARITAN LAW**

North Carolina has a Good Samaritan Law (GS 20-166(d)) that exempts persons who render emergency aid in good faith at the scene of an emergency from liability for civil damages, as long as there is no objection from the injured victim(s):

**GS 20-166(d)**

Any person who renders first aid or emergency assistance at the scene of a motor vehicle accident on any street or highway to any person injured as a result of such accident, shall not be liable in civil damages for any acts or omissions relating to such services rendered, unless such acts or omissions amount to wanton conduct or intentional wrongdoing.

Despite this law, it is still important that you NOT attempt to provide first aid without proper training. All guards should be familiar with department policy on this issue.

**You are responsible ONLY for your posted time. Arriving too early, leaving early, arriving late or leaving late could subject you to liability.**

Crossing guards are generally included under North Carolina's Worker's Compensation laws. You must report any injury **within 24 hours** in order to be covered. Check on department policy regarding this issue. Worker's Compensation is in effect only during the hours of duty and does not include traveling time to and from the post.

### **\* QUESTIONS**

## ***In-the-Field Training: Overview of Crossing Guard Skills***

### **PROPER POSITIONING**

**Always stand where you can be clearly seen.**

- **In the morning.** Your initial position is on the curb, on the same side as the approaching students, usually on the opposite side of the intersection from the school.
- **In the afternoon.** This position will be reversed, so that your initial position is on the school side of the intersection.

Your supervisor will help you determine proper placement according to the needs of your particular crossing.

### **SIGNALS/COMMUNICATION**

- All communication must be uniform, crisp and clearly informative so that both motorists and pedestrians will know what is expected of them.
- HAND signals/movements are primarily used with motorists and bicyclists on the street, but can be used to signal children. However, it is important that these hand signals conform to standard traffic control procedures. The guard should ALWAYS establish eye contact with the person whose actions are being directed, whether motorist, bicyclist, or pedestrian.
- VERBAL messages may also be used with pedestrians and bicyclist on sidewalks. Be sure to establish clear eye contact with pedestrians or bicyclists when signaling them.

### **USE OF HANDS or PADDLE**

You may use either a stop paddle or an orange gloved hand, or both (agency discretion). However, the use of hand-held stop signs or stop paddles is **strongly recommended** because they are highly visible and precise. Hand-held stop paddles must be made to standards specified in section 6F-2 of the MUTCD and should be either plastic, fiberglass or aluminum for safety reasons.

- Raise arm parallel to the ground with palm and fingers flexed upward to indicate stop.
- Continue to give the stop signal while in the roadway. Give the stop signal, even if there is no traffic at the time you enter the roadway.
- Follow the same procedure when using stop paddles.
- When exiting the roadway, continue to give the stop signal until completely out of the roadway. The guard should then signal that motorists may proceed through the crossing.

### **PREPARING THE STUDENTS**

- You should always talk to the children about safe crossing techniques as they are gathering and waiting to be crossed. Go over with the children what they are searching for and why. Stress to them that they must continue looking, even while they are crossing the street.
- You must also watch for students rushing to join group. You may socialize with children while they are on the sidewalk but NOT while they are in the crosswalk.
- Remind the children to wait at least one step back from the curb or roadway edge until you have stopped traffic and signaled them to search and proceed. It can be helpful to mark a line with tape to show the children how far back they should stand.
- Use this opportunity to help students learn good pedestrian skills they can use any time. Remind them to look LEFT - RIGHT - LEFT and if at an intersection, over their shoulder, before they enter the roadway when you tell them to cross.
- Remind the children to stay in the crosswalk and to WALK, not run across the street. Bicyclists must walk their bicycles.
- Remind the children to continue looking until they are up on the opposite curb or completely out of the roadway.
- Monitor the children as much as possible to see that they are searching properly. Praise those who do and encourage those who don't.

### **CROSSING PROCEDURE**

- You are responsible for lengthening, or when necessary, creating a gap in the traffic flow to allow students to cross safely. Your primary role is the safety of the children, not helping motorists. However, you may need to use standard traffic control techniques to signal motorists and school buses as part of your duties.
- Where traffic signals are available, ALWAYS cross students when the light is red for the motorists. ALWAYS use pedestrian signals if available.
- Scan traffic (continual LEFT-RIGHT-LEFT motion) for a proper gap to stop traffic, and if at an intersection, scan over the shoulder for turning traffic.
- Make eye contact with the first approaching motorist **in each lane** when entering the roadway to alert traffic. Be sure to look for the commuter bicyclist who will most likely be at the right-hand edge of the lane. Alert all traffic, one lane at a time to stop.
- Point to the driver of interest, then give appropriate gesture to stop and remain stopped. If using whistle for motorists, use one long blast to stop traffic or several short blasts to get the attention of a problem motorist or pedestrian.
- ALWAYS follow proper procedure to stop traffic, even when traffic is light or no cars are in the immediate vicinity.

**CROSSING PROCEDURE** continued

- Position yourself at the approach edge of the crosswalk nearest the center of the intersection when alerting traffic.
- Do not cross students if there is any traffic moving or if any vehicles are in the crosswalk.
- Remain alert. **Do not assume** all cars will stop or remain stopped.
- DO NOT allow any cars to violate a crosswalk or crossing area that students are or will be using.
- If a motorist is not responding, give several short blasts on whistle and point to the motorist. When you have the motorist's attention, give one long whistle blast for a stop. If a motorist still fails to respond, report the incident with license number and description of the car and driver to your supervisor.
- After all traffic has stopped, position yourself in the crosswalk so you can see the students and watch traffic. Turn your head and body as necessary to constantly monitor the situation.
- When ALL vehicular traffic is stopped, tell students to proceed. Verbal signals should be clear and simple such as "OK, look LEFT-RIGHT-LEFT" ("and over your shoulder," if applicable.) Make eye contact with the students and signal for them to cross with your free hand, continuing to give the stop signal with your other hand.
- Be sure to keep the stop paddle perpendicular to the stopped traffic so that it is clearly visible to all motorists.
- Remain in position until the last student has stepped up on the opposite curb, completely out of the roadway.
- If necessary, halt pedestrian movement in cases of stragglers. Signal for them to stop by calling to them "STOP" or "WAIT", and be sure they comply before letting traffic resume.
- After successfully crossing the students, keep your hand, or the stop paddle, extended toward the immediate vehicular traffic threat until you reach the initial position on the curb.
- When back on the curb, lower your hand and signal for traffic to resume.
- Wait for next group of students and repeat.

**NECESSARY SKILLS FOR CROSSING GUARDS**

- Grouping pedestrians
- Explaining to pedestrians how to cross properly
- Observing traffic flow and conditions
- Waiting for appropriate gaps
- Giving the appropriate signals to traffic
- Telling pedestrians to cross and observing that they use proper pedestrian skills
- Halting pedestrians' movement before traffic flow begins
- Procedures for crossing mid-block
- Procedures for crossing unsignalized intersections
- Procedures for crossing signalized intersections
- Procedures for crossing multi-lane or divided highways

**\* QUESTIONS**